



Division of Long Term Care Systems

P.O. Box 367, Trenton, NJ 08625-0367

www.state.nj.us/health/ltc

Assisted Living Best Practices Program

Managing Transitions in Assisted Living



Dear Health Care Colleague:

The New Jersey Department of Health and Senior Services supports quality improvement initiatives in assisted living. The Department endorses the sharing of best practices by providers. A best practice involves the care of individuals residing in an assisted living environment that has an innovative approach, improves upon existing practice and positively impacts quality of life, independence, health or social function. The practice must have a high degree of success in the targeted population and the possibility of replication in other assisted living environments.

The goals of the Best Practices Program are to recognize assisted living providers who have implemented practices that have contributed significantly to the quality of life of individuals served, and to offer other providers the opportunity to learn from and replicate these model practices.

Application Deadline

June 30, 2004

access the Call for Proposals form at

www.hcanj.org

www.njanpha.org

www.njha.com

www.state.nj.us/health

Topic

Managing Transitions in Assisted Living

Strategies, policies, processes that result in timely, appropriate, effective communication with residents and families prior to and at times of transition or change within assisted living are essential to matching expectations with actual resident outcomes and needs.

Submission Instructions

- Submissions must be on behalf of a single residence or program, not from an entire chain.
- Applicants must be in substantial compliance with all assisted living regulations at the time of submission and at the time the award is made.
- All submissions must be prepared using Microsoft Word 95 (or a higher version of Word).
- The Best Practices Cover Sheet must be completed, signed and submitted with the entry or faxed separately to DHSS at 609-633-9060.
- If possible, entries should be submitted electronically either by e-mail to Pamela Z. Gendlek at pamela.gendlek@doh.state.nj.us or on diskette to Ms. Gendlek, Best Practices Program Coordinator, NJ Department of Health and Senior Services, P.O. Box 367, Trenton, NJ 08625-0367. If electronic submission is not possible, entries should be faxed to 609-633-9060 or sent via mail to the Best Practices Coordinator.
- Entries should be summarized on the application form provided.
- **Optional**
If you have additional information or supporting material (manual, video, etc.) please provide either an electronic version or a hard copy (10 sets required).

Entries should NOT include information that identifies the provider its residents or staff.

Submission Criteria

The screening panel will use the following criteria to judge all entries in a particular category. The entry must:

- ✓ *Be creative and innovative beyond known or expected standards*
- ✓ *Have a positive impact on the residents/individuals served*
- ✓ *Have an appropriate evaluation process and measurable or known outcomes*
- ✓ *Be sustainable*
- ✓ *Be replicable*

Submission Review

Upon receipt of a submission, the packet will be forwarded to a screening panel for review. It will be reviewed using the criteria listed above. As submissions warrant, the screening panel will use consultants from DHSS. Up to three best practice “awards” will be given for this topic, and the decisions of the screening panel are final.

Submissions recognized as a best practice will be acknowledged by a plaque accompanied by a letter from the Commissioner of Health and Senior Services. The awardee will present the best practice at a state-wide conference. The practice will also be placed on the DHSS web site.

Screening Panel Members

- New Jersey Association of Non-Profit Homes for the Aging
- Health Care Association of New Jersey
- New Jersey Hospital Association
- Office of the Ombudsman
- DHSS – Division of Long Term Care Systems
- Administrator
- Nursing Professional
- Other Professionals as Warranted by the Topic

**New Jersey Department of Health and Senior Services
Division of Long Term Care Systems Development & Quality
Assisted Living Best Practices Program**

Best Practice Submission Cover Sheet

Name: _____

Facility/Program Name: _____

Address: _____

Phone Number: _____ Fax Number: _____

Contact e-mail address: _____

Title of Best Practice: _____

Consent:

By submitting your practice to the DHSS Assisted Living Quality Initiative – Best Practices Program, you are giving permission to DHSS to publish your practice on the DHSS web site and duplicate as needed. By your signature below, you are asserting that you are the author of the entry and you have not transferred any copyright in the summary to any person or entity. You further acknowledge that your entry into the DHSS Assisted Living Quality Initiative – Best Practices Program does not constitute or imply any endorsement, recommendation or favoring by the State of New Jersey, the Department of Health and Senior Services, or any of their employees or contractors. Acknowledgement of a best practice does not, in any way, limit the survey and enforcement activities of the Department of Health and Senior Services.

IF YOU AGREE WITH THESE TERMS, PLEASE SIGN AND DATE BELOW:

Signature

Date

DHSS Use Only: _____

APPLICATION FOR SUBMISSION

Please use the following pages to respond to the questions or provide the information requested concerning your best practice (attach additional pages if necessary)

Introduction: (10 points)

- 1. Please provide a description of your assisted living community including how it is physically set up.*
- 2. Describe the points of transition that can occur within your community (e.g., from general assisted living to a dementia wing; from one level of care to another; etc.)*

Best Practice Description/Goal (25 points)

- 1. How does your assisted living community communicate with residents and families regarding policies with respect to transitions or changes in status? How often does this communication occur? What materials are used?*
- 2. Who is involved in communicating with residents and families concerning transitions/changes in status in your community?*
- 3. What goals have been established by your community in terms of managing transitions/changes in status?*
- 4. How many residents have experienced a transition/change in status during the last year?*
- 5. How have you changed your approach to transitions for residents?*
- 6. How are staff educated about the community's approach to managing transitions?*
- 7. How are staff involved in working with the resident/family through the transition process?*

Evaluation of the Best Practice (35 points)

- 1. Please describe how your community has evaluated the effectiveness of its approach to managing transitions/changes in status.*
- 2. Is there a way you determine your community's success in this area through resident and/or family satisfaction surveys?*
- 3. Please give examples of how your community's approach to managing transitions/changes in status has made a difference in terms of quality of care and quality of life for the residents in your community?*
- 4. Who determines the effectiveness of this approach?*
- 5. What has your community learned from this process?*

Sustainability (15 points)

- 1. How long has your community used this approach to managing transitions and who is responsible for overseeing and maintaining it?*
- 2. How often is the program reevaluated and by whom?*
- 3. What changes have been made over time and why?*

Replication (15 points)

- 1. What suggestions would you make to others wishing to implement a similar practice?*
- 2. What barriers did you encounter in implementing this approach?*
- 3. How did you overcome them? Other advice?*